**IT Applications, Ch 7, Information Management**

Information management and its importance to organisations and the strategies used by organisations to store, communicate and dispose of their data and information.

**Importance of data and information to organisations**, p 249

**Characteristics of information**

1. **Distinguish between data and information.**

Data is raw, unorganised facts whilst information is data that has been organised.

**Qualities of information**

**2 Elaborate briefly on the following qualities of information:**

* Completeness
* Timeliness
* Accuracy
* Unbiasedness
* Clarity

1. **Distinguish between an organisational goal and a mission statement.**

Organisational goal – More specific

Mission Statement- Broad statement on the overall intentions of the organisation

4 What is the role of the system goal?

**Legal Obligations, key laws relating to uses of information and ICT.**

1. **Privacy Act 1988**
   1. **List the 3 main areas of the Privacy Act 1988.**

-Safeguards relating to the collection and use of tax file numbers by federal government agencies

-Protection of individual’s private information stored by federal government departments

-Information about people’s credit-worthiness held by credit reporting agencies and credit providers.

- Only applies to federal government agencies or private companies with a turnover of more than 3 million.

- Does not apply

* 1. **List the 11 information privacy principles.**
     + - Collection
       - Use and Disclosure
       - Data quality
       - Openness
       - Access and correction
       - Identifiers
       - Anonymity
       - Transborder data flows
       - Sensitive information
  2. **What amendments were made to the Privacy Act 1988 to address limitations?**

The Privacy Act 1988 was amended to account for electronic transactions and commerce.

* 1. **List the provisions under the Act from p 255.**
     + - The use of personal data for direct marketing via email
       - How personal information is collected
       - Employers must have a clear policy on what activities involving data and information are allowed.

1. **Information Privacy Act 2000**
   1. **Describe the nature of this Act.**

This act covers the same areas as the privacy act 1988, except it is customised to suit the Victorian public sector, governments, agencies, and subcontractors. Its main features are the creation of a state privacy commissioner, provision of codes of features is the creation of a state privacy commissioner.

Max penalties are $100,000 and compensation for damage caused.

1. **Health Records Act 2001 – Victorian** 
   1. **Why was this legislation introduced?**

To protect patients’ medical information. It was introduced separately to the IPA because it covers both public and private medical sectors.

* 1. **Describe the provisions of this Act.**
     + - The act allows people to access their own medical information
       - Protects the confidentiality of the patients’ care information by allowing the information to be used only for its intended purpose.
       - An individual that believes that the health records act has been breached can make a complaint to the health services commissioner.

1. **Copyright Act 1968**
   1. **Define intellectual property and what it applies to?**

Any product of human thought that is unique and not self-evident. Applicable to texts, video, broadcasts and computer programs.

* 1. **Describe the provisions of this Act?**

Copyright is free and automatic in Australia as soon as the information is recorded.

Copyright applies for the life of the creator plus 70 years.

Copyright is infringed if copyright material is used without permission, in one of the ways exclusively reserved to the copyright owner.

* 1. **What does the Copyright Act not apply to?**

Ideas, styles techniques, information, names, titles, slogans, people and images of people.

* 1. **What was the significance of the Australia-United States Free Trade Agreement, (AUSFTA)?**

The Australian Copyright act has been amended to fit in with the US copyright laws and the World Intellectual Property Organisation Copyright Treaty (WCT).

* 1. **How long does copyright apply for?**

Copyright applies for the life of the creator plus 70 years.

* 1. **When is copyright infringed?**

‘If copyright material is used without permission, in one of the ways exclusively reserved to the copyright owner,’ i.e. someone may not use a whole or part of a work, including changing or adding to it, without the permission of the copyright owners.

* 1. **List the exemptions to copyright, p 260.**

The copyright act is exempted for people copying CDs into a MP3 format, from vinyls or records into an electronic format or from VHS tapes into DVDs.

* 1. **What are the penalties for infringing copyright?**

Fines of up to $93,500 and/or five years jail. An organisation can face up to 5 times this amount.

1. **Charter of Human Rights and Responsibilities**
   1. **From p 266 (sections 13, 14 and 15) list the human rights that protected in Victoria under the following:**
      1. **Privacy and reputation**
         * Not to have his or her privacy, family, home or correspondence unlawfully or arbitrarily interfered with; and
         * Not to have his or her reputation unlawfully attacked
      2. **Freedom of thought, conscience, religion and belief**
         * Every person has the right to freedom of thought, conscience, religion and belief, including –
         * The freedom to have or adopt a religion of his or her choice; and
         * The freedom to demonstrate his or her religion or belief in worship, observance, practice and teaching, either individually or as part of a community, in public or private
         * A person must not be coerced or restrained in a way that limits his or her freedom to have or adopt a religion or belief in worship, observance, practice or teaching
      3. **Freedom of expression**
         * Every person has the right to hold an opinion without interference
         * Every person has the right to freedom of expression which includes the freedom to seek, receive and impart information and ideas of all kinds, whether within or outside Victoria and whether –
         * Orally
         * In writing
         * In print
         * By way or art
         * In another medium
         * Special Duties and responsibilities are attached to the right of freedom of expression and the right may be subject to lawful restrictions reasonably necessary –
         * To respect the rights of other persons
         * For the protection of national security, public order, public health or public morality.
2. **Spam Act 2003**
   1. **What is spamming?**

Posting undesirable messages to newsgroups and mailing lists or sending unsolicited email indiscriminately to promote a product or a service. It is similar to junk mail.

* 1. **Why was the Act introduced?**

Problems casued by unwanted and generally unwelcome emails, SMS’s iMs, etc.

* 1. **What are the three conditions that must be met by any commercial electronic message?**
     + - 1. The sender must have the recipients consent.
         2. The message must contain accurate information abou the sender
         3. The message must contain some kind of ‘unsubscribe’ information or feature.
  2. **What messages are covered by the Act?**
     + - Email
       - SMS
       - MMS
       - iM
  3. **What messages are not covered by the Act?**
     + - Non-electronic messages
       - Voice-to-Voice telemarketing
       - Pop-up windows
       - Messages without any commercial content that do not contain links or directions to a commercial website or location

* 1. **List the financial penalties of breaching the Act.**

A business that has breached the Act on a single day’s contravention may face fines of up to $220,000. Any more than this and they may face fines of up to $1.1 million.